

CAREER OPPORTUNITY 12-06-2CL
UNITED STATES COURT OF APPEALS
FOR THE THIRD CIRCUIT

Announcement Date: **December 15, 2006**

Position Title: **Training Specialist/Quality Assurance Analyst (permanent)**

Closing Date: **Until Filled**

Classification Level: **CL26 (\$39,680 - \$64,540) based upon qualifications**

Representative Duties and Responsibilities

Ensures compliance with Court and Clerk's Office guidelines, policies, and procedures for data entry and case processing. Identifies issues and problems and develops, creates and implements educational programs and materials. Responsible for the primary training of all incoming staff. Identifies problems and suggests corrective procedures and/or alternate courses of action. Manages a reduced case load.

Additionally, this position assures accuracy and completeness of official case records in the Court's case management systems, as well as preparation and review of quality control reports; provides analysis and reports on quality of data and staff production. Train court employees on respective case management systems, duties, and responsibilities.

Research and propose solutions to various case processing issues. Assist in maintaining party database, court dictionary, and case management systems. Review, research, develop, and recommend procedures. Develop training programs for employees and customers which may include researching potential training topics, planning, designing, and evaluating programs for learning. Draft manuals, handbooks, job aides, and other training materials. Respond to training requests. Handle queries from staff members and the public. Provide training off-site as required.

In conjunction with the Clerk and supervisors, assess training needs for both internal and external customers including conducting surveys and interviews of customers, analyzing and prioritizing operational needs, difficulties, and knowledge gaps.

Representative Skills

Knowledge of how cases proceed through the court system. Knowledge of docketing and docketing requirements as a case progresses through the court. Knowledge of the applicable Federal Rules of Appellate Procedure, 3rd Cir. Local Appellate Rules, and 3rd Cir. Internal Operating Procedures and ability to apply the various rules. Knowledge and skill in the use of automated case management system and computer programs.

Skill required in written and oral communication; effective listening and coaching. Skill in developing presentation material and training aids. Good organizational skills for the maintenance of training records. information.

Knowledge and skill in interpreting and communicating federal and local court rules, protocols, and code of conduct are required. Knowledge of legal terminology and case progression. Knowledge and skill in the use of automated case management systems. Skill in written and oral communication, performing legal research, drafting court orders, scheduling and organizing work products. Ability to carry out complex instructions and set priorities with minimal supervision. Skill in coordinating work with others, managing time and meeting tight deadlines. Ability to prepare correspondence and other documents under limited direction.

Job Requirements

Four yrs of general office experience is required with three yrs of specialized experience. Prefer a bachelor's degree from an accredited 4 yr college or university, plus legal experience gained in a court setting. A paralegal certificate from an accredited provider may be substituted for two yrs of general work experience.

BENEFITS

- 10 paid holidays per year
- Up to 13 days of paid vacation for the first three years, increasing with tenure thereafter; 13 sick days accrued per year
- Choice of a variety of employer-subsidized federal health and life insurance plans
- Optional long-term care insurance
- Optional participation in Health and Dependent Care Reimbursement Accounts
- Participation in the Federal Employees Retirement System
- Optional participation in an employer-matching Thrift Savings Plan (similar to a 401K)

CONDITIONS OF EMPLOYMENT

Must be a U.S. citizen, or a citizen of a country with a defense treaty with the U.S. who is eligible to work in the U.S. Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are "at will" and can be terminated with or without cause by the Court. Employees will be hired provisionally pending the results of a fingerprint check. Direct deposit of pay required.

APPLICATION INSTRUCTIONS

Send your cover letter, resume and e-mail address to the attention of Patricia Moore, Office Manager, Circuit Executive's Office, 22409 U.S. Courthouse, 601 Market Street, Philadelphia, PA 19106 or respond by e-mail with the required paperwork to trainerqa@ca3.uscourts.gov. Applicants will also be considered for similar positions that open within the next six months.

The U.S. Court of Appeals is an Equal Opportunity Employer